Commonwealth's Managed Service Provider Program for IT Contingent Labor

The Commonwealth's objective for IT Contingent Labor program is increase the return on investment from IT labor by providing agencies and other public bodies within the Commonwealth with an effective and efficient process for procuring IT staff augmentation and deliverables-based consulting services. The managed service provider (MSP) provides the expertise, resources, process and technology to help the Commonwealth achieve the program objectives including:

Meeting agency need for talent to supplement staff and deliver small projects

- Provide a broad range of IT contingent labor resources
- Provide timely and responsive service
- Provide service structure with flexible rates and categories that meet emerging needs
- Leverages competition to ensure best resource at appropriate cost to agencies

Provide appropriate controls and oversight ensuring

- Ensure rates in line with market – bill rates are based on local market wage data to ensure ability to deliver resources within committed timeframe
- Ability to manage IT subcontractor base performance – subcontractors performance is objectively tracked
- Standardized definition of IT job categories allows tracking of needs on a comparable basis

Promote efficiency in Government

- Repeatable, consistent processes
- Simple workflow
- Market driven rates that can be adjusted based on changing conditions
- Outcome/performance based contract including performance measures

Support SWaM businesses by increased access to government business:

- Ensuring SWaM access to business; SWaM businesses receive requests 12 hours in advance the rest of the network
- Mentoring SWaM suppliers to improve performance